

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

RETAIL ACCESS OPTIMIZATION INITIATIVE, 2011

Docket No. N2011-1

**RESPONSES OF THE UNITED STATES POSTAL SERVICE  
TO DAVID POPKIN INTERROGATORIES DBP/USPS-50 THROUGH 53**

The United States Postal Service hereby provides institutional responses to the above-listed interrogatories of David Popkin dated August 19, 2011. Each interrogatory is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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**RESPONSE OF THE UNITED STATES POSTAL SERVICE  
TO INTERROGATORY OF DAVID POPKIN**

**DBP/USPS-50**

- [a] Under what circumstances does a delivery customer of an office that is discontinued or consolidated have to file a change of address if they want to receive mail addressed to their old address?
- [b] Is there a fee for filing this change of address?
- [c] What happens to the mail if the customer does not file a change of address?
- [d] What address correction services, such as Return Service Requested, are processed for this Change of Address?
- [e] If a change of address is filed, what classes of mail are forwarded free of charge?
- [f] If a change of address is filed, what classes of mail are forwarded postage due?
- [g] If a change of address is filed, what classes of mail are not forwarded?
- [h] Please advise how long mail will be forwarded and what happens to the mail after that time.
- [i] What is the delay, if any, in the time it takes for mail that is being forwarded to be delivered to the addressee at the new address when compared to the delivery of mail that is properly addressed to the new address?

**RESPONSE**

- (a) No changes to carrier delivery operations or delivery service to street addresses are within the scope of the ROA Initiative. Accordingly, it is assumed that the question is limited to changes within the scope of the Initiative that may affect delivery to a Post Office Box at a discontinued facility and the PO Box is being relocated to another postal retail or CPU or non-personnel unit or to a Village Post Office as a result of an RAO Initiative. In that context, it is also assumed that customer's mail is going to be delivered to a physical location other than the street address of their home or business, since neither would be the "old address." Generally the customer's address will remain the same requiring no submission of a Change-of-Address. An official Change-of-Address should only be filed

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when the customer physically moves out of the old street address or PO Box.

- (b-i) In accordance with Postal Operations Manual 682.22, guidelines for forwarding mail when there is a change in Post Office services are as follows:

Discontinued Post Office. All Express Mail, First-Class Mail, Periodicals, and Package Services and all single-piece-rate Standard Mail addressed to a discontinued Post Office may be forwarded without added charge to another Post Office that the addressee designates, when the addressee finds inconvenient the office to which the Postal Service ordered the mail sent.

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**DBP/USPS-51**

- [a] For the 2825 post offices with low workload or revenue that are being studied for discontinuance or consolidation, approximately what percentage of their post office boxes are no fee boxes?
- [b] Does the revenue foregone from these boxes count as imputed revenue for the facility?
- [c] If not, why not?

**RESPONSE**

- (a) Approximately 21 percent.
- (b) There is no fee applicable to free Group E boxes. Accordingly, no fee revenue is forgone.
- (c) See the response to subpart (b).

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**DBP/USPS-52** [a] For the 2825 post offices with low workload or revenue that are being studied for discontinuance or consolidation, will the availability of alternate access be considered in the decision?

[b] If not, why not?

[c] If so, please explain how it will be taken into account including an indication of the maximum mileage a customer would have to travel to the alternate access point before it was considered excessive.

**RESPONSE**

- (a) Consideration of alternate access is part of the discontinuance review process in the USPS Handbook 101 that will be applied to the review of these facilities.
- (b) N/A
- (c) The range of postal products and services and their availability at accessible nearby postal retail locations and/or alternative access channels are considered. Local circumstances require flexibility in determining whether alternate sites are reasonably close to a facility under review for discontinuance.

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**DBP/USPS-53** For each of the different categories of facilities that are being studied for discontinuance or consolidation, approximately what percentage of the transactions that take place would still be able to be transacted at each of the different types of alternate access facilities being considered. For example, the sale of 29¢ stamps at an independent post office could not be accomplished at an alternate access site that only sold Forever stamps.

**RESPONSE**

Please review the materials that have been provided in previous interrogatory responses that list the different transactions that can be conducted at postal retail facilities and the various alternate access channels. Taking into account your understanding of the various stamp denominations that are available at postal retail locations and the limited denominations available at some alternate access channels, you have all the information necessary to calculate such percentages.